

IF YOU FEEL THAT YOUR RIGHTS HAVE BEEN VIOLATED, YOU MAY CONTACT:

Indiana Civil Rights Commission (ICRC)
(800) 628-2909

United States Department of Justice
(317) 226-6333

United States Department of Transportation
(202) 366-4070

Federal Transit Administration
(312) 353-2789

A private attorney

DEADLINES

YOU HAVE 180 DAYS FROM THE DATE OF THE ALLEGED DISCRIMINATION TO FILE A CHARGE WITH THE INDIANA CIVIL RIGHTS COMMISSION.

THE DEADLINES FOR FILING WITH OTHER AGENCIES VARY BASED ON THE STATUTORY PROVISIONS OF THE SPECIFIC AGENCY.

IF YOU NEED HELP CALL ICRC TODAY!
(317) 232-2600

INDIANA CIVIL RIGHTS COMMISSION
100 NORTH SENATE AVENUE, ROOM N103
INDIANAPOLIS, INDIANA 46204-2255

OFFICE: (317) 232-2600
TOLL FREE: (800) 628-2909
HEARING IMPAIRED: (800) 743-3333
FAX: (317) 232-6580
WEB SITE: www.in.org/icrc/
E-MAIL: sleek@crc.state.in.us

MONDAY - FRIDAY
Intake Hours 7:00 A.M. - 6:00 P.M.

Large print, Spanish, or braille publication available upon request.

Si necesita esta publicación, la puede solicitar en caracteres grandes, español y braille.

FRANK O'BANNON
GOVERNOR OF INDIANA

ALPHA BLACKBURN
CHAIRPERSON

Made Available by:
ICRC PUBLIC EDUCATION & OUTREACH
INFORMATION CENTER
Burnetta Sloss-Tanner, Director
bsloss-tanner@crc.state.in.us

Form A-004 Revision April 30, 2002

INDIANA CIVIL RIGHTS COMMISSION
100 N SENATE AVENUE, RM. N103
INDIANAPOLIS, IN 46204-2255

AN EQUAL OPPORTUNITY EMPLOYER

INFORMATION
ON PUBLIC ACCOMMODATION
IN INDIANA
INSIDE



INDIANA CIVIL RIGHTS COMMISSION

YOUR RIGHTS TO EQUAL ACCESS AND USE OF PUBLIC ACCOMMODATIONS IN INDIANA



SANDRA D. LEEK, EXECUTIVE DIRECTOR

"Morality cannot be legislated, but behavior can be regulated."
— Dr. Martin Luther King, Jr.

A PLACE OF PUBLIC ACCOMMODATION



CAN NOT DENY *EQUAL OPPORTUNITY FOR ACCESS* TO OR USE OF ITS SERVICES, GOODS OR FACILITIES BECAUSE OF A PERSON'S:

RACE RELIGION
COLOR DISABILITY
ANCESTRY SEX
NATIONAL ORIGIN

WHAT IS A PUBLIC ACCOMMODATION?

A *public accommodation* is an establishment that caters or offers its services, facilities or goods to the general public **IC 22-9-1-3(m)**.

SOME COMMON EXAMPLES OF PUBLIC ACCOMMODATIONS INCLUDE:

HOTELS RESTAURANTS
THEATERS CONVENTION CENTERS
STORES PROFESSIONAL SERVICES
SOCIAL SERVICES
PUBLIC TRANSPORTATION
PLACES OF RECREATION OR EXHIBITION



ACCESS TO AND USE OF PUBLIC ACCOMMODATIONS BY PEOPLE WITH DISABILITIES

Newly constructed public accommodations must be built to be accessible to and useable by a person with a disability. *Public accommodations* located in *existing buildings that undergo renovations* must make the renovated sections, and in some circumstances path of travel, accessible for people with disabilities.



A *public accommodation* located in an *existing building that does not undergo renovation*, must make "reasonable accommodations" in customer policies, practices and procedures or undertake "*readily achievable*" *physical barrier removal* that will provide equal opportunity to individuals with disabilities.

If barrier removal is not "readily achievable," services must be provided by *alternative methods*.

A *public accommodation* is *not required* to make accommodations or modifications that would fundamentally alter the nature of the goods or services provided. Appropriateness of accommodations and modifications are determined on a case-by-case basis that includes consideration of the financial or administrative burden imposed upon the place of *public accommodation*.

REASONABLE ACCOMMODATIONS MAY INCLUDE:

- Braille, large print or taped written material
- TDD/TTY telephone service
- Permitting service animals
- Interpreter services



PRIORITIES IN MAKING READILY ACHIEVABLE BARRIER REMOVAL

1. Providing physical access
2. Providing access to areas where goods and services are available to the public
3. Providing access to restrooms
4. Providing access to other remaining areas



EXAMPLES OF ALTERNATIVE METHODS

- Assigning aides for patrons with disabilities
- Relocating services to an accessible area

REMEMBER:

A PLACE OF PUBLIC ACCOMMODATION MAY PROVIDE ACCOMMODATIONS DIFFERENT THAN THOSE SPECIFICALLY REQUESTED BY THE PATRON WITH A DISABILITY AS LONG AS THE ACCOMMODATION PROVIDES ACCESS TO AND USE OF THE FACILITY, GOODS AND SERVICES IN THE MOST INTEGRATED SETTING POSSIBLE.

Under Indiana civil rights laws, penalties for unlawful discrimination involving places of public accommodation may include:

- Out of pocket expenses
- Compensatory damages, including emotional distress
- Injunctive relief
- Other measures

Under federal law, penalties for unlawful discrimination involving places of public accommodation may include:

- Compensatory damages
- Civil penalties
- Attorney's fees
- Injunctive relief
- Remedial measures
- Barrier removal or alterations